Chain of Command Assignment

If something goes wrong we are asked to do the following:

1. Try to fix it ourselves – before calling the tech dept we are to move the student to another computer and restart the one that is having issues.
2. Ask for help from our Media Center assistants or tech rep on site
3. Call tech dept and hope they can talk to you at that time
4. Major problems go through online tech request
5. On Monday mornings and all day Wednesday we have a tech on campus – we are supposed to email them before they arrive or if they aren’t busy you can ask them for help.